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**CARRIER WORKLOAD
AND PROCESSING TIME
REPORT
SEPTEMBER 1986**

REPORTS

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1986:Sept.

**U.S. Department of
Health and Human Services
Health Care Financing Administration**

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FOREWORD

This report summarizes the status of claim workloads reported by carriers for September 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Division of Reports and Analysis
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CARRIER WORKLOADS AND PROCESSING TIMES

SEPTEMBER 1986

HIGHLIGHTS

	Sept 1986	Aug 1986	Sept 1985	September 1986	
				Percent Chg from Aug 1986	Percent Chg from Sep 1985
Number of					
Claims Received	26.15	24.31	22.97	7.6	13.8
Claims Processed	28.18	26.58	23.11	6.0	21.9
Claims Pending	11.87	14.26	11.04	-16.7	7.6
Net Assignment Rate	69.0	67.8	69.0	1.8	0.0
Electronic Media Claims					
Number	7.41	6.53	5.51	13.5	34.5
Percent Received	28.4	26.9	24.0	5.6	18.3
Mean Processing Time (Days)	17.7	20.1	15.6	-11.9	13.5
Inquiries Processed					
Total	1.83	1.71	NA	7.1	---
Per 1,000 Claims Received	70	70	NA	0.0	---
Beneficiary	1.32	1.22	NA	8.8	---
Per 1,000 Claims Received	51	50	NA	2.0	---
Provider	0.51	0.49	NA	2.8	---
Per 1,000 Claims Received	19	20	NA	-5.0	---
Medicaid Crossover Claims					
Number Transferred to States	2.81	2.64	NA	6.6	---
Transferred via EMC	2.16	1.99	NA	8.6	---
Percent Transferred via EMC	76.7	75.4	NA	1.7	---

NOTE: Numbers in millions

NA- Not available

Executive Summary

- o The total number of claims received by carriers rose to 26.1 million in September 1986, an increase of 13.8 percent over the 23.0 million received in September 1985.
- o The net assignment rate in September 1986 was 69.0 percent, which was the same as that for September 1986.
- o The percent of claims received via electronic media (EMC) increased 18.3 percent, rising from 24.0 percent in September 1985 to 28.4 percent in September 1986.
- o The number of claims processed increased 21.9 percent, from 23.1 million claims in September 1985 to 28.2 million claims in September 1986.
- o Days work on hand at the end of September 1986 was 10.0 days, the lowest it has been since October 1985.
 - + Additional funding for claims processing has enabled the carriers to reduce the pending backlog each month from June 1986 to September 1986.
- o The average processing time for all HCFA-1500's decreased by 11.9 percent, from 20.1 days in August 1986, to 17.7 days in September 1986.
 - + However, the latter figure was still 13.5 percent higher than the average for September 1985 (15.6 days).
 - + The average for FY 1986 was 18.4 days, an increase of 23.5 percent from FY 1985 (14.9 days).
- o Carriers received 300.9 million claims in FY 1986 (11.1 percent more than in FY 1985), while processing 298.8 million claims (11.8 percent more than in FY 1985).
 - + Even though the total number of claims pending increased from 11.0 to 11.9 million (7.5 percent), days work on hand decreased from 10.2 to 10.0 from the end of FY 1985 to the end of FY 1986.
- o The number of Medicaid crossover claims transferred to States increased by 6.6 percent from August 1986 (2.64 million claims) to September 1986 (2.81 million claims).

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, SEPTEMBER 1985 - SEPTEMBER 1986

Month	Claims Received During Month (000s)	Claims Processed During Month (000s)				Claims Pending End of Month (000s)			
		Including Replicates		Total		Total		Total	
		Number	Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Days Work On Hand*	Over 30 Days Days Work On Hand*	Over 60 Days Days Work On Hand*
1985									
September	22,974.3	23,110.1	86.3	1,176.2	1,978.9	23,011.4	10.2	1,746.4	668.1
FY 1985	270,849.2	267,217.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---
October	25,940.4	26,249.7	87.5	1,151.3	2,123.8	26,134.3	9.8	1,513.7	612.6
November	22,332.2	21,807.0	87.9	792.9	1,853.2	21,705.6	10.1	1,563.8	605.4
December	24,048.5	22,709.7	88.4	724.4	1,910.8	22,596.4	11.1	1,841.1	714.3
CY 1985	279,558.9	277,025.1	81.7	28,705.0	22,049.5	275,730.0	---	---	---
1986									
January	25,840.4	24,512.4	82.0	2,314.1	2,106.3	24,372.1	12.2	1,787.0	661.2
February	22,828.4	21,403.5	68.0	4,910.4	1,945.2	21,290.8	13.4	2,151.5	659.7
March	24,942.3	23,708.5	70.7	4,861.0	2,084.6	23,567.6	14.4	2,352.7	796.4
April	26,868.4	26,269.9	75.8	4,088.2	2,267.5	25,958.6	14.8	2,294.4	817.7
May	25,604.8	24,674.2	79.4	2,953.7	2,134.0	24,355.2	15.5	3,069.5	840.8
June	25,870.5	25,393.4	82.4	2,303.7	2,156.0	25,136.0	15.6	3,354.0	1,031.2
July	26,198.8	27,363.3	84.2	1,991.8	2,330.5	27,113.7	14.3	3,148.3	952.6
August	24,306.8	26,576.5	85.3	1,548.8	2,352.1	26,347.1	12.1	2,560.4	857.9
September	26,148.4	28,181.1	86.2	1,281.4	2,616.5	27,972.0	10.0	1,993.6	681.6
FY 1986	300,930.0	298,849.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---

* See Appendix for formula

NOTE: Some data for October 1985 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, SEPTEMBER 1985 - SEPTEMBER 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media			Replicate		
			Number	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500s Received	Unassigned-- Percent of Unass'd 1500s Received	Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4	3.2
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5	3.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4	3.3
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4

TABLE C: CARRIER MEAN PROCESSING TIME AND
PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM,
SEPTEMBER 1985 - SEPTEMBER 1986

Month	ALL HCFA-1500s				ASSIGNED HCFA-1500s				UNASSIGNED HCFA-1500s			
	Average Processing Time	Percent Distribution			Average Processing Time	Percent Distribution			Average Processing Time	Percent Distribution		
		1-15 Days	1-30 Days	1-60 Days		1-15 Days	1-30 Days	1-60 Days		1-15 Days	1-30 Days	1-60 Days
1985												
September	15.6	62.8	89.4	97.5	14.8	64.9	90.1	97.6	17.5	57.8	87.8	97.4
FY 1985	14.9	66.5	90.0	97.7	14.1	68.9	90.7	97.9	16.6	61.5	88.7	97.3
October	14.4	67.1	91.6	97.7	13.8	68.0	92.0	97.7	15.7	64.9	90.9	97.6
November	13.7	69.2	92.3	97.8	13.0	72.2	92.7	97.8	15.4	62.4	91.6	97.7
December	15.3	62.0	90.6	97.6	14.1	66.7	91.4	97.7	17.9	51.7	88.8	97.4
CY 1985	15.2	65.3	89.9	97.6	14.4	67.9	90.5	97.7	17.0	59.5	88.6	97.3
1986												
January	17.3	56.1	88.0	97.2	15.9	60.2	89.2	97.4	20.3	47.5	85.5	96.9
February	17.8	53.8	88.1	97.2	16.6	58.1	89.1	97.3	20.4	44.8	86.0	96.8
March	18.8	51.6	85.3	97.4	17.5	55.6	86.1	97.6	21.6	43.1	83.5	96.8
April	19.6	48.3	83.9	97.0	18.3	52.5	85.5	97.3	22.8	38.9	80.2	96.2
May	20.5	45.6	81.1	96.9	18.9	50.4	83.5	97.3	24.2	35.1	76.0	96.0
June	21.4	44.5	77.6	96.4	19.3	49.1	81.7	96.9	26.0	34.2	68.5	95.2
July	22.2	43.7	76.6	95.1	19.8	48.7	80.8	96.4	27.5	32.6	67.3	92.3
August	20.1	50.0	80.5	96.2	17.9	55.9	83.7	96.8	24.8	37.3	73.6	94.9
September	17.7	59.8	83.7	96.5	16.2	64.2	86.2	97.1	21.2	50.2	78.4	95.4
FY 1986	18.4	54.1	84.7	96.9	16.9	58.2	86.6	97.2	21.6	44.9	80.4	96.0

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: SEPTEMBER, 1986

CARRIER	CLAIMS RECEIVED			CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS	
								NUMBER	DAYS	WORK ON HAND	WORK OVER 30 DAYS
TOTAL	26,148,383	28,181,108	24,283,179	1,281,402	2,616,527	27,971,986	11,873,014	10.0	1.7	0.6	
BOSTON REGION	1,687,257	1,841,221	1,643,825	72,206	125,190	1,831,960	878,972	11.4	2.3	1.2	
CONNECTICUT GENERAL	371,082	433,940	383,659	18,487	31,794	433,450	224,766	12.9	1.2	0.4	
MASSACHUSETTS B/S	809,789	905,838	817,768	25,944	62,126	899,899	401,967	10.6	2.7	1.5	
MASSACHUSETTS TRI-STATE	316,294	308,578	268,225	20,841	19,512	305,775	154,967	11.8	3.2	1.8	
MAINE	139,853	136,805	120,165	8,343	8,297	135,362	66,804	11.4	3.2	1.8	
NEW HAMPSHIRE	111,278	107,201	92,064	7,794	7,343	106,257	60,134	13.0	3.5	2.0	
VERMONT	65,163	64,572	55,996	4,704	3,872	64,156	28,029	10.3	2.9	1.5	
RHODE ISLAND B/S	190,092	192,865	174,173	6,934	11,758	192,836	97,272	11.5	1.3	0.6	
NEW YORK REGION	3,421,676	3,587,202	3,039,597	124,617	422,988	3,565,836	2,538,965	16.1	3.7	1.0	
NEW JERSEY-PRUDENTIAL	943,254	940,326	814,663	34,873	90,790	935,921	486,263	11.1	0.9	0.4	
N.Y.-BINGHAMTON B/S	551,447	544,327	475,983	28,314	40,030	534,644	522,680	20.4	5.4	0.4	
N.Y.-NEW YORK B/S	1,537,286	1,620,293	1,359,673	34,881	225,739	1,613,536	1,369,883	20.0	5.1	1.2	
NEW YORK-GROUP HEALTH	219,806	260,238	212,847	6,096	41,295	260,238	48,372	4.9	0.5	0.2	
PUERTO RICO B/S	169,883	222,018	176,431	20,453	25,134	221,497	111,767	12.3	5.6	4.5	
PUERTO RICO	169,740	221,692	176,235	20,394	25,063	221,175	111,600	12.3	5.6	4.5	
VIRGIN ISLANDS	143	326	196	59	71	322	167	10.2	6.7	2.3	
PHILADELPHIA REGION	3,043,534	3,214,448	2,855,256	139,236	219,956	3,209,698	1,160,503	8.5	1.7	0.7	
MARYLAND B/S	303,579	371,642	318,171	15,230	38,241	371,601	203,148	14.4	7.3	2.7	
PENNSYLVANIA B/S	2,179,611	2,154,303	1,946,763	76,196	131,344	2,150,817	726,941	7.7	1.1	0.5	
DELAWARE	66,024	63,037	56,620	2,704	3,713	62,978	13,302	4.5	0.8	0.5	
DISTRICT OF COLUMBIA	308,339	300,393	266,936	5,892	27,565	299,829	94,511	7.3	1.1	0.5	
PENNSYLVANIA	1,805,248	1,790,873	1,623,207	67,600	100,066	1,788,010	619,128	7.8	1.1	0.5	
VIRGINIA-TRAVELERS	378,980	472,291	407,866	32,997	31,428	471,445	178,304	9.6	1.1	0.2	
WEST VIRGINIA-NATIONWIDE	181,364	216,212	182,456	14,813	18,943	215,835	52,110	6.3	0.6	0.2	
ATLANTA REGION	4,715,759	5,220,692	4,392,823	273,241	554,628	5,164,359	2,276,537	10.8	2.1	0.7	
ALABAMA B/S	425,372	555,157	482,009	31,641	41,507	545,581	51,125	2.6	0.1	0.0*	
FLORIDA B/S	1,838,060	1,959,350	1,627,573	67,144	264,633	1,923,880	1,143,763	13.4	3.8	1.3	
GEORGIA-PRUDENTIAL	475,238	515,438	445,488	25,412	44,568	513,842	193,870	8.5	0.7	0.2	
KENTUCKY B/S	333,863	339,731	279,473	21,550	38,708	337,184	172,520	11.6	0.8	0.3	
MISSISSIPPI-TRAVELERS	220,449	268,708	233,880	20,059	14,769	268,042	84,481	7.8	0.6	0.1	
NORTH CAROLINA-PRUDENTIAL	704,433	765,606	652,153	44,483	68,970	762,736	363,412	13.6	1.8	0.6	
SOUTH CAROLINA B/S	254,166	263,409	206,599	26,483	30,327	263,407	115,132	11.0	2.1	1.1	
TENNESSEE-EQUITABLE	464,178	553,293	465,648	36,469	51,176	549,687	152,234	7.5	0.3	0.1	

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: SEPTEMBER, 1986

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING				
	TOTAL NUMBER	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL			
								NUMBER	DAYS		DAYS
									WORK ON HAND	WORK OVER 30 DAYS	
CHICAGO REGION	4,418,110	4,777,086	4,036,762	266,642	473,682	4,750,445	1,224,410	5.9	0.5	0.2	
ILLINOIS B/S (HCSC)	885,850	889,545	741,358	50,892	97,295	885,386	200,904	4.7	0.1	0.0*	
INDIANA B/S	469,649	530,737	433,744	36,166	60,827	514,799	171,596	7.8	1.0	0.3	
MICHIGAN B/S	1,206,315	1,349,208	1,162,269	45,442	141,497	1,349,208	266,728	4.4	0.6	0.2	
MINNESOTA B/S	134,890	135,231	106,318	14,892	14,021	134,899	38,853	6.4	0.4	0.1	
MINNESOTA-TRAVELERS	149,613	146,122	125,919	6,614	13,589	145,495	61,990	8.7	0.5	0.2	
OHIO-NATIONWIDE	1,107,820	1,265,856	1,064,410	78,960	122,486	1,260,271	342,811	7.1	0.7	0.2	
WISCONSIN B/S	463,973	460,387	402,744	33,676	23,967	460,387	141,528	6.5	0.5	0.0*	
DALLAS REGION	2,135,561	2,501,733	2,269,704	96,760	135,269	2,484,678	907,944	9.3	1.0	0.3	
ARKANSAS B/S	277,236	303,847	259,842	24,328	19,677	303,085	141,964	11.6	0.4	0.1	
LA.-ARK. B/S	363,094	454,686	367,728	26,944	60,014	452,414	193,530	12.4	1.3	0.4	
NEW MEXICO-EQUITABLE	21,854	64,071	54,060	3,896	6,115	63,884	0	0.0	0.0*	0.0*	
OKLAHOMA-AETNA	268,062	245,387	210,208	16,426	18,753	242,054	134,183	11.9	0.6	0.1	
TEXAS B/S	1,205,315	1,433,742	1,377,866	25,166	30,710	1,423,237	438,267	8.2	1.2	0.5	
KANSAS CITY REGION	1,369,479	1,351,420	1,130,704	98,274	122,442	1,341,260	763,157	13.8	1.7	0.5	
IOWA B/S	550,032	473,329	395,192	44,033	34,104	468,011	344,995	18.8	1.9	0.5	
IOWA	366,190	316,840	266,587	29,501	20,752	313,909	222,947	17.8	1.5	0.3	
NEBRASKA	183,842	156,489	128,605	14,532	13,352	154,102	122,048	21.1	2.6	0.7	
KANSAS B/S	204,853	243,195	205,779	15,063	22,353	240,440	61,681	6.2	2.2	0.7	
MISSOURI B/S	198,549	212,859	182,861	11,201	18,797	211,387	103,417	11.8	1.4	0.5	
MISSOURI-GENERAL AMERICAN	416,045	422,037	346,872	27,977	47,188	421,422	253,064	13.7	1.4	0.5	
DENVER REGION	589,357	560,608	469,649	39,107	51,852	557,230	242,451	9.1	0.8	0.2	
COLORADO B/S	273,516	242,671	206,483	12,476	23,712	241,814	115,026	9.5	1.0	0.2	
MONTANA B/S	71,054	66,293	52,446	5,609	8,238	65,915	37,228	11.9	1.2	0.5	
NORTH DAKOTA B/S	140,520	143,317	121,647	12,069	9,601	142,617	28,817	4.5	0.1	0.0*	
NORTH DAKOTA	73,483	75,962	65,245	5,841	4,876	75,686	13,073	3.9	0.1	0.0*	
SOUTH DAKOTA	67,037	67,355	56,402	6,228	4,725	66,931	15,744	5.3	0.1	0.0*	
UTAH B/S	85,870	86,685	71,421	7,026	8,238	85,303	46,378	11.1	1.4	0.3	
WYOMING-EQUITABLE	18,397	21,642	17,652	1,927	2,063	21,581	15,002	15.4	0.3	0.2	
SAN FRANCISCO REGION	3,222,568	3,540,946	3,095,094	87,952	357,900	3,486,809	1,213,715	7.9	1.5	0.6	
ARIZONA-NEVADA-AETNA	366,668	400,711	338,667	14,888	47,156	396,224	135,647	7.0	1.5	0.7	
ARIZONA	292,362	325,450	275,508	12,126	37,816	321,587	100,479	6.4	1.3	0.6	
NEVADA	74,306	75,261	63,159	2,762	9,340	74,637	35,168	9.9	2.2	0.9	
CALIFORNIA B/S	1,227,654	1,366,921	1,194,536	39,480	132,905	1,362,886	494,250	8.3	1.9	0.9	
CALIFORNIA-OCCIDENTAL	1,542,884	1,677,512	1,476,317	29,496	171,699	1,632,186	535,940	7.6	1.1	0.4	
HAWAII-AETNA	85,362	95,802	85,574	4,088	6,140	95,513	47,878	11.4	1.0	0.4	

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: SEPTEMBER, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED				CLAIMS PENDING			
		INCLUDING REPLICATES				TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK OVER 30	DAYS WORK OVER 60
SEATTLE REGION	789,371	831,221	721,340	47,656	62,225	826,790	328,792	8.6	0.1
ALASKA-OREGON-AETNA	275,485	299,443	259,355	18,453	21,635	297,330	97,046	7.9	0.1
ALASKA	10,177	9,263	7,681	417	1,165	9,170	3,660	9.2	0.2
OREGON	265,308	290,180	251,674	18,036	20,470	288,160	93,386	7.8	0.1
IDAHO-EQUITABLE	67,655	73,210	60,884	6,972	5,354	73,090	49,252	14.9	0.1
WASHINGTON B/S	446,231	458,568	401,101	22,231	35,236	456,370	182,494	8.2	0.1
CLALLAM	7,698	7,128	6,313	404	411	7,125	2,167	6.4	0.0*
COWLITZ	8,656	8,097	7,314	432	351	8,083	2,166	5.1	0.1
GRAYS HARBOR	8,431	7,214	6,347	486	381	7,204	5,944	15.9	0.0*
KING	186,427	180,004	159,862	7,439	12,703	179,290	75,078	9.1	0.1
KITSAP	19,284	19,099	16,924	968	1,207	19,068	8,025	9.3	0.4
PIERCE	58,767	65,029	56,710	3,023	5,296	64,398	30,009	10.2	0.4
SKAGIT	13,995	13,182	11,412	913	857	13,152	2,841	4.6	0.0*
SNOHOMISH	22,104	25,006	21,232	1,669	2,105	24,811	6,121	5.6	0.1
SPOKANE	101,020	112,468	96,543	5,401	10,524	111,931	46,849	9.6	0.2
WALLA WALLA	7,585	8,136	7,043	653	440	8,127	2,112	6.4	0.3
WHATCOM	12,264	13,205	11,401	843	961	13,181	1,182	1.9	0.0*
RRB-TRAVELERS	755,711	754,531	628,425	35,711	90,395	752,921	337,568	11.0	0.1
AETNA	995,577	1,041,343	893,804	53,855	93,684	1,031,121	414,754	8.8	1.0
EQUITABLE	572,084	712,216	598,244	49,264	64,708	708,242	216,488	7.4	0.3
NATIONWIDE	1,289,184	1,482,068	1,246,866	93,773	141,429	1,476,106	394,921	7.0	0.7
PRUDENTIAL	2,122,925	2,221,370	1,912,304	104,768	204,298	2,212,499	1,043,545	11.2	1.1
TRAVELERS (RRB-EXCLUDED)	749,042	887,121	767,665	59,670	59,786	884,982	324,775	8.9	0.8

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: SEPTEMBER, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				HCFA-1500'S				REPLICATE CLAIMS	
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		ASSIGNED		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE		
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	PERCENT OF ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D. 1500'S RECEIVED				
TOTAL	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5		
BOSTON REGION	82.3	109.1	349,823	20.7	24.2	4.6	0.5	5.5		
CONNECTICUT GENERAL MASSACHUSETTS B/S	63.5	116.9	52,673	14.2	21.4	1.6	0.1	4.6		
MASSACHUSETTS TRI-STATE	94.7	111.9	210,994	26.1	27.5	0.6	0.7	6.2		
MAINE	65.9	97.6	40,129	12.7	13.8	10.5	0.9	7.4		
NEW HAMPSHIRE	73.9	97.8	4,492	3.2	4.3	0.0	1.1	7.7		
VERMONT	57.1	96.3	18,392	16.5	18.7	13.6	0.9	7.5		
RHODE ISLAND B/S	63.8	99.1	17,245	26.5	29.8	20.6	0.6	6.5		
	93.1	101.5	46,027	24.2	26.0	0.0	0.0*	1.1		
NEW YORK REGION	73.1	104.8	1,026,826	30.0	39.1	5.3	0.6	3.4		
NEW JERSEY-PRUDENTIAL	65.4	99.7	269,419	28.6	40.4	6.3	0.5	1.5		
N.Y.-BINGHAMTON B/S	73.1	98.7	116,419	21.1	27.3	4.4	1.8	3.6		
N.Y.-NEW YORK B/S	75.3	105.4	556,950	36.2	46.3	5.6	0.4	4.4		
NEW YORK GROUP HEALTH	78.6	118.4	83,463	38.0	48.3	0.2	0.0	1.4		
PUERTO RICO B/S	88.6	130.7	575	0.3	0.4	0.0	0.2	5.6		
PUERTO RICO	88.7	130.6	575	0.3	0.4	0.0	0.2	5.5		
VIRGIN ISLANDS	42.0	228.0	0	0.0	0.0	0.0	1.2	13.2		
PHILADELPHIA REGION	83.3	105.6	846,532	27.8	31.0	11.8	0.1	3.2		
MARYLAND B/S	82.0	122.4	102,218	33.7	33.7	33.7	0.0*	3.8		
PENNSYLVANIA B/S	88.4	98.8	597,016	27.4	30.6	2.8	0.2	3.1		
DELAWARE	78.6	95.5	12,798	19.4	24.2	1.7	0.1	2.1		
DISTRICT OF COLUMBIA	81.1	97.4	120,300	39.0	47.9	1.2	0.2	3.3		
PENNSYLVANIA	90.0	99.2	463,918	25.7	28.2	3.3	0.2	3.1		
VIRGINIA-TRAVELERS	61.1	124.6	108,895	28.7	34.2	20.2	0.2	2.7		
WEST VIRGINIA-NATIONWIDE	71.8	119.2	38,403	21.2	25.8	9.5	0.2	3.7		
ATLANTA REGION	66.8	110.7	1,718,750	36.4	45.9	17.4	1.1	4.7		
ALABAMA B/S	76.1	130.5	214,449	50.4	52.0	45.4	1.7	2.2		
FLORIDA B/S	64.2	106.6	711,039	38.7	49.0	20.2	1.8	8.4		
GEORGIA-PRUDENTIAL	70.0	108.5	131,430	27.7	36.2	7.7	0.3	0.6		
KENTUCKY B/S	64.5	101.8	93,130	27.9	33.4	18.0	0.7	7.0		
MISSISSIPPI-TRAVELERS	64.5	121.9	51,245	23.2	30.9	9.4	0.2	2.6		
NORTH CAROLINA-PRUDENTIAL	74.6	108.7	310,076	44.0	57.2	5.2	0.4	2.1		
SOUTH CAROLINA B/S	55.5	103.6	115,010	45.2	60.4	26.3	0.0*	1.3		
TENNESSEE-EQUITABLE	61.9	119.2	92,371	19.9	27.1	8.3	0.7	2.3		

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: SEPTEMBER, 1986

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS			
	ASSIGN RATE	RATIO PROC/ REC'O	TOTAL		HCFA-1500'S			
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	UNASSIGNED			
					PERCENT OF ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED		
CHICAGO REGION	65.1	108.1	1,414,194	32.0	38.9	19.3	0.6	2.0
ILLINOIS B/S (HCSC)	64.1	100.4	184,016	20.8	24.6	14.0	0.5	2.6
INDIANA B/S	56.9	113.0	136,514	29.1	34.4	22.1	3.0	0.2
MICHIGAN B/S	86.5	111.8	568,492	47.1	52.2	14.4	0.0	0.8
MINNESOTA B/S	34.0	100.3	59,526	44.1	43.4	44.5	0.2	3.9
MINNESOTA-TRAVELERS	47.9	97.7	73,460	49.1	53.1	45.5	0.4	3.4
OHIO-NATIONWIDE	56.9	114.3	283,526	25.6	35.5	12.5	0.4	3.7
WISCONSIN B/S	53.6	99.2	108,660	23.4	23.8	23.3	0.0	0.9
DALLAS REGION	62.8	117.1	479,409	22.4	29.8	10.0	0.7	3.4
ARKANSAS B/S	71.6	109.6	48,951	17.7	20.7	10.0	0.3	0.0
LA.-ARK. B/S	65.1	125.2	74,325	20.5	26.2	9.8	0.5	0.0
NEW MEXICO-EQUITABLE	57.0	293.2	0	0.0	0.0	0.0	0.3	1.1
OKLAHOMA-AETNA	50.4	91.5	63,894	23.8	36.6	10.9	1.4	2.3
TEXAS B/S	62.9	119.0	292,239	24.2	32.6	10.0	0.7	5.5
KANSAS CITY REGION	56.0	98.7	396,643	29.0	37.4	18.2	0.8	6.1
IOWA B/S	47.0	86.1	79,193	14.4	20.7	8.8	1.1	4.2
IOWA	49.5	86.5	67,969	18.6	23.3	13.9	0.9	3.3
NEBRASKA	42.1	85.1	11,224	6.1	14.4	0.0*	1.5	5.8
KANSAS B/S	67.8	118.7	70,594	34.5	37.7	27.7	1.1	7.1
MISSOURI B/S	72.0	107.2	84,581	42.6	50.7	21.8	0.7	5.9
MISSOURI-GENERAL AMERICAN	54.3	101.4	162,275	39.0	48.1	28.2	0.1	7.7
DENVER REGION	52.7	95.1	94,500	16.0	15.0	17.2	0.6	2.7
COLORADO B/S	62.3	88.7	37,749	13.8	14.3	13.0	0.4	0.0
MONTANA B/S	39.7	93.3	8,156	11.5	3.3	16.9	0.6	9.3
NORTH DAKOTA B/S	37.9	102.0	30,805	21.9	17.5	24.6	0.5	3.6
NORTH DAKOTA	38.3	103.4	24,406	33.2	25.1	38.2	0.4	3.4
SOUTH DAKOTA	37.4	100.5	6,399	9.5	9.0	9.9	0.6	3.8
UTAH B/S	62.4	100.9	14,158	16.5	20.1	10.4	1.6	4.0
WYOMING-EQUITABLE	29.2	117.6	3,632	19.7	22.4	18.6	0.3	0.0*
SAN FRANCISCO REGION	71.7	109.9	940,980	29.2	34.9	14.7	1.5	3.0
ARIZONA-NEVAOA-AETNA	59.7	109.3	79,903	21.8	29.2	10.9	1.1	3.0
ARIZONA	54.5	111.3	64,871	22.2	31.4	11.1	1.2	3.1
NEVAOA	80.2	101.3	15,032	20.2	8.7	1.2	0.8	2.9
CALIFORNIA B/S	69.5	111.3	357,299	29.1	35.1	15.4	0.3	4.1
CALIFORNIA-OCCIDENTAL	76.4	108.7	493,764	32.0	37.2	15.2	2.7	1.9
HAWAII-AETNA	69.4	112.2	10,014	11.7	8.1	20.0	0.3	4.6

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: SEPTEMBER, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA					REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE
			TOTAL		HCFA-1500'S			PERCENT OF TOTAL CLAIMS PROCESSED		
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED				
SEATTLE REGION	46.7	105.3	123,442	15.6	21.4	10.6	0.5	2.1		
ALASKA-OREGON-AETNA	44.7	108.7	50,163	18.2	22.5	14.8	0.7	1.4		
ALASKA	61.9	91.0	246	2.4	3.9	0.0	1.0	2.4		
OREGON	44.0	109.4	49,917	18.8	23.5	15.1	0.7	1.3		
IDAHO-EQUITABLE	29.6	108.2	10,870	16.1	21.5	13.8	0.2	0.0*		
WASHINGTON B/S	50.6	102.8	62,409	14.0	20.8	7.0	0.5	3.0		
CLALLAM	26.4	92.6	375	4.9	18.5	0.0	0.0*	13.4		
COWLITZ	56.2	93.5	0	0.0	0.0	0.0	0.2	2.9		
GRAYS HARBOR	59.8	85.6	0	0.0	0.0	0.0	0.1	2.2		
KING	51.1	96.6	31,885	17.1	28.2	5.5	0.4	1.7		
KITSAP	34.4	99.0	2,241	11.6	13.1	10.8	0.2	9.3		
PIERCE	50.0	110.7	3,500	6.0	4.7	7.2	1.0	2.3		
SKAGIT	32.1	94.2	1,426	10.2	11.4	9.6	0.2	2.4		
SNOHOMISH	53.3	113.1	666	3.0	4.5	1.3	0.8	5.2		
SPOKANE	56.7	111.3	19,200	19.0	27.1	8.4	0.5	1.4		
WALLA WALLA	32.4	107.3	2,558	33.7	14.2	43.1	0.1	9.8		
WHATCOM	53.1	107.7	558	4.5	8.3	0.3	0.2	15.4		
RRB-TRAVELERS	65.2	99.8	23,578	3.1	4.3	0.8	0.2	1.5		
AETNA	53.9	104.6	203,974	20.5	27.2	12.7	1.0	2.5		
EQUITABLE	56.8	124.5	106,873	18.7	25.6	9.6	0.6	1.9		
NATIONWIDE	59.0	115.0	321,929	25.0	33.9	12.2	0.4	3.7		
PRUDENTIAL	69.5	104.6	710,925	33.5	45.4	6.3	0.4	1.5		
TRAVELERS (RRB-EXCLUDED)	59.4	118.4	233,600	31.2	36.2	23.9	0.2	2.7		

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
SEPTEMBER, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
SEPTEMBER, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS					
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			1-60 DAYS	1-90 DAYS
			1-15 DAYS	1-30 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS		
TOTAL	28,132,430	17.7	59.8	83.7	96.5	98.7	11,796,939	67.1	83.1	94.2	97.4
BOSTON REGION	1,837,999	17.0	56.2	88.1	95.2	97.9	873,035	71.0	80.2	89.3	94.1
CONNECTICUT GENERAL MASSACHUSETTS B/S	430,720	23.1	18.9	87.2	97.7	99.4	224,669	82.5	91.1	97.1	98.9
MASSACHUSETTS TRI-STATE	905,836	16.2	60.6	87.3	94.0	97.3	399,172	65.5	75.0	85.5	91.7
MAINE	308,578	15.8	77.7	87.8	94.2	97.4	154,887	63.8	72.6	84.4	91.1
NEW HAMPSHIRE	136,805	15.7	78.3	88.0	94.0	97.2	66,801	63.9	72.3	84.0	91.5
VERMONT	107,201	16.6	75.9	87.0	93.8	97.1	60,057	64.6	73.3	84.6	90.5
RHODE ISLAND B/S	64,572	14.9	79.3	88.6	95.4	98.2	28,029	62.2	71.8	85.2	91.5
	192,805	8.9	84.4	94.3	97.2	98.5	94,307	78.9	88.7	95.0	97.3
NEW YORK REGION	3,582,510	25.5	38.3	56.5	96.6	98.7	2,530,123	50.2	77.1	94.0	97.3
NEW JERSEY-PRUDENTIAL	940,326	17.8	50.7	91.7	98.5	99.5	486,263	82.9	91.9	96.8	99.0
N.Y.-BINGHAMTON B/S	544,327	32.5	18.9	20.0	97.5	99.4	522,680	34.8	73.6	97.9	99.5
N.Y.-NEW YORK B/S	1,615,601	29.9	28.8	38.0	95.2	98.3	1,361,810	44.8	74.6	94.0	98.1
NEW YORK-GROUP HEALTH	260,238	11.4	81.6	95.3	98.8	99.5	47,603	69.0	88.8	96.9	98.3
PUERTO RICO B/S	222,018	25.6	52.0	85.6	94.3	96.3	111,767	37.8	54.9	63.2	70.1
PUERTO RICO	221,692	25.5	52.0	85.6	94.3	96.3	111,600	37.8	55.0	63.2	70.1
VIRGIN ISLANDS	326	42.8	16.0	64.4	82.8	90.5	167	16.8	34.1	77.8	85.6
PHILADELPHIA REGION	3,214,448	16.4	66.5	85.7	95.5	98.6	1,160,503	65.9	80.1	92.3	96.4
MARYLAND B/S	371,642	38.1	30.9	58.1	74.6	93.1	203,148	23.3	49.0	81.5	92.0
PENNSYLVANIA B/S	2,154,303	12.1	79.2	89.4	98.2	99.3	726,941	75.9	85.9	93.6	96.7
DELAWARE	63,037	5.7	92.8	96.9	98.9	99.6	13,302	73.7	82.1	89.7	93.9
DISTRICT OF COLUMBIA	300,393	11.2	86.0	93.5	97.6	98.7	94,511	76.2	84.7	93.3	96.8
PENNSYLVANIA	1,790,873	12.5	77.6	88.5	98.3	99.4	619,128	75.9	86.1	93.7	96.8
VIRGINIA-TRAVELERS	472,291	19.6	38.8	87.2	98.4	99.4	178,304	70.0	88.9	97.6	99.5
WEST VIRGINIA-NATIONWIDE	216,212	15.4	61.6	92.8	98.4	99.6	52,110	78.1	89.8	97.1	99.4
ATLANTA REGION	5,219,922	20.1	56.9	81.2	94.9	97.9	2,245,204	64.6	80.9	93.3	97.3
ALABAMA B/S	555,157	5.9	98.7	99.1	99.5	99.8	51,125	91.2	96.6	99.0	99.6
FLORIDA B/S	1,959,350	25.7	41.3	63.1	89.9	95.8	1,114,979	48.4	71.6	90.2	95.5
GEORGIA-PRUDENTIAL	515,438	13.0	71.5	95.9	99.2	99.7	193,870	84.2	91.6	97.3	99.2
KENTUCKY B/S	339,731	19.9	46.2	89.2	96.6	98.3	172,520	76.4	93.5	97.8	99.3
MISSISSIPPI-TRAVELERS	268,708	17.2	53.1	93.4	97.6	98.8	84,481	84.0	91.9	98.4	99.6
NORTH CAROLINA-PRUDENTIAL	765,606	23.4	63.7	89.3	97.8	99.3	363,412	77.7	87.1	95.6	99.0
SOUTH CAROLINA B/S	262,639	23.8	51.6	76.0	92.0	96.1	115,112	70.9	80.8	90.0	97.2
TENNESSEE-EQUITABLE	553,293	16.1	57.9	94.0	98.9	99.7	149,705	90.0	95.4	98.8	99.7

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
SEPTEMBER, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
SEPTEMBER, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS					
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION				
			1-15 DAYS	1-30 DAYS	1-90 DAYS		1-15 DAYS	1-30 DAYS	1-90 DAYS		
CHICAGO REGION	4,774,734	11.9	78.2	93.5	98.3	99.5	1,222,961	80.6	90.8	97.4	98.8
ILLINOIS B/S (HCSC)	889,545	8.2	93.2	97.5	99.7	100.0	200,904	89.6	96.8	99.9	100.0
INDIANA B/S	530,737	15.6	70.0	86.7	94.5	98.5	171,012	79.1	87.8	95.7	98.5
MICHIGAN B/S	1,349,208	11.6	81.6	93.3	98.4	99.2	266,700	71.6	86.5	95.3	96.9
MINNESOTA B/S	135,231	10.2	83.8	94.6	98.4	99.7	38,853	82.6	93.9	98.6	99.8
MINNESOTA-TRAVELERS	146,122	15.0	63.3	91.9	97.6	98.8	61,990	84.4	94.4	98.2	99.6
OHIO-NATIONWIDE	1,265,856	14.3	65.1	93.0	98.5	99.7	342,811	81.5	90.5	97.3	99.2
WISCONSIN B/S	458,035	8.9	87.6	95.3	99.7	99.9	140,691	82.7	92.2	99.6	99.8
DALLAS REGION	2,491,817	19.5	45.0	87.7	96.7	98.4	904,262	79.0	89.6	96.2	98.4
ARKANSAS B/S	303,777	18.5	30.0	95.4	98.7	99.5	141,596	88.5	96.8	99.1	99.6
LA.-ARK. B/S	446,438	23.3	33.3	80.6	96.7	98.4	190,623	79.6	89.7	97.1	99.0
NEW MEXICO-EQUITABLE	64,071	18.2	31.1	94.0	98.8	99.7	0	0.0	0.0	0.0	0.0
OKLAHOMA-AETNA	243,789	16.4	50.4	94.1	99.1	99.9	133,776	84.3	95.0	99.2	99.8
TEXAS B/S	1,433,742	19.1	51.4	86.9	95.8	97.9	438,267	74.1	85.6	94.1	97.3
KANSAS CITY REGION	1,336,973	20.3	44.5	84.5	96.0	98.7	757,640	66.1	87.7	96.3	99.0
IOWA B/S	472,152	21.4	34.0	83.9	96.6	99.5	343,731	72.0	90.0	97.6	99.7
IOWA	316,079	20.0	37.0	85.7	97.3	99.7	222,271	75.6	91.3	98.1	99.8
NEBRASKA	156,073	24.3	27.8	80.2	95.0	99.2	121,460	65.6	87.5	96.6	99.6
KANSAS B/S	229,926	16.3	74.1	83.8	91.8	96.1	57,428	52.9	63.9	88.6	96.3
MISSOURI B/S	212,858	21.0	41.6	74.8	96.7	98.8	103,417	62.1	88.1	96.0	98.7
MISSOURI-GENERAL AMERICAN	422,037	20.8	41.7	90.4	97.4	99.2	253,064	62.6	90.0	96.5	98.7
DENVER REGION	559,093	14.1	75.1	91.8	97.7	99.4	233,952	78.7	90.8	97.5	99.3
COLORADO B/S	242,671	15.8	71.1	91.0	98.0	99.7	107,792	76.3	89.8	97.7	99.7
MONTANA B/S	66,293	17.6	65.8	88.5	96.3	97.9	37,228	79.3	90.2	95.6	98.0
NORTH DAKOTA B/S	141,802	8.2	91.0	97.6	99.3	99.9	27,552	92.9	97.2	99.6	99.9
NORTH DAKOTA	75,241	7.7	92.2	98.0	99.4	99.9	12,508	92.7	97.2	99.6	99.9
SOUTH DAKOTA	66,561	8.7	89.6	97.0	99.2	99.9	15,044	93.0	97.2	99.5	99.9
UTAH B/S	86,685	16.8	65.8	88.0	97.3	99.6	46,378	70.0	87.3	96.9	99.2
WYOMING-EQUITABLE	21,642	12.7	82.5	87.6	90.5	97.3	15,002	95.2	97.9	98.5	99.0
SAN FRANCISCO REGION	3,530,403	15.4	67.9	89.3	97.1	98.8	1,203,367	70.9	81.5	92.4	96.3
ARIZONA-NEVADA-AETNA	399,138	15.7	77.1	87.2	95.8	98.4	135,269	67.9	78.7	90.5	94.9
ARIZONA	324,288	14.9	77.8	88.4	96.2	98.5	100,214	69.3	79.0	90.3	94.9
NEVADA	74,850	19.2	74.0	82.3	94.3	97.9	35,055	64.0	77.9	91.1	95.0
CALIFORNIA B/S	1,158,770	16.2	70.2	86.1	96.1	98.2	484,399	64.2	77.1	89.5	94.3
CALIFORNIA-OCCIDENTAL	1,677,512	14.4	66.1	92.1	98.2	99.4	535,940	76.6	85.4	95.3	98.2
HAWAII-AETNA	95,483	20.0	29.3	93.9	98.3	99.2	47,759	83.2	91.1	96.2	98.5

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME:
SEPTEMBER, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS:
SEPTEMBER, 1986

CARRIER	NUMBER OF CLAIMS	PROCESSING TIME				AGE OF PENDING CLAIMS			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
SEATTLE REGION	830,000	14.4	66.3	93.3	99.1	99.8	82.9	93.2	98.7
ALASKA-OREGON-AETNA	298,222	14.7	68.9	90.8	98.6	99.8	77.4	90.3	98.4
ALASKA	9,172	12.1	83.7	92.6	98.7	99.7	79.3	90.6	98.2
OREGON	289,050	14.8	68.5	90.8	98.6	99.8	77.4	90.3	98.4
IDAHO-EQUITABLE	73,210	13.8	63.1	99.2	100.0	100.0	96.4	99.5	99.9
WASHINGTON B/S	458,568	14.2	65.1	93.9	99.3	99.8	82.2	93.0	98.5
CLALLAM	7,128	7.4	96.0	99.8	100.0	100.0	98.1	99.4	100.0
COWLITZ	8,097	6.9	93.1	96.9	99.3	99.8	80.7	89.9	97.9
GRAYS HARBOR	7,214	21.2	2.0	96.5	99.9	100.0	78.5	97.7	99.8
KING	180,004	12.5	74.9	96.0	99.6	99.9	85.9	95.8	99.3
KITSAP	19,099	14.9	59.8	94.8	99.3	99.8	86.9	95.5	99.5
PIERCE	65,029	18.2	47.5	91.9	98.8	99.7	80.6	86.3	96.4
SKAGIT	13,182	5.5	97.0	99.7	100.0	100.0	98.1	99.5	99.9
SNOHOMISH	25,006	10.6	87.3	96.9	99.4	99.8	85.1	90.6	98.0
SPOKANE	112,468	18.1	47.0	88.9	98.8	99.6	82.1	91.5	98.3
WALLA WALLA	8,136	10.8	83.2	95.4	99.2	99.7	77.0	85.2	95.1
WHATCOM	13,205	5.2	95.9	98.5	99.6	99.8	89.4	95.8	99.1
RRB-TRAVELERS	754,531	15.9	65.3	93.6	97.5	98.9	87.5	95.7	99.1
AETNA	1,036,632	16.0	64.1	90.5	97.6	99.2	77.2	88.1	95.8
EQUITABLE	712,216	16.0	56.7	94.3	98.7	99.6	91.8	96.5	99.0
NATIONWIDE	1,482,068	14.5	64.5	93.0	98.5	99.7	81.1	90.4	97.3
PRUDENTIAL	2,221,370	18.6	60.0	91.9	98.4	99.5	81.3	90.1	96.5
TRAVELERS (RRB-EXCLUDED)	887,121	18.1	47.2	89.8	98.0	99.1	76.4	90.7	97.9

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
SEPTEMBER, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	16-30 DAYS	31-90 DAYS			1-15 DAYS	16-30 DAYS	31-90 DAYS
TOTAL	19,349,538	16.2	64.2	86.2	97.1	8,782,892	21.2	50.2	78.4	98.2
BOSTON REGION	1,515,907	16.1	60.6	88.5	95.2	322,092	21.3	35.7	86.2	98.0
CONNECTICUT GENERAL MASSACHUSETTS B/S MASSACHUSETTS TRI-STATE	266,844	21.1	26.3	88.6	98.2	163,876	26.3	6.7	85.1	99.0
MAINE	860,640	16.1	61.9	87.5	94.1	45,196	17.6	37.1	83.6	91.5
NEW HAMPSHIRE	208,682	15.7	78.2	87.4	94.0	99,896	16.2	76.6	88.4	94.6
VERMONT	103,540	15.7	78.2	87.7	93.7	33,265	15.7	78.5	88.9	94.9
RHODE ISLAND B/S	63,497	16.3	76.7	86.8	93.8	43,704	17.0	74.8	87.4	93.7
	41,645	14.6	80.5	87.9	95.0	22,927	15.4	77.3	89.8	96.1
	179,741	8.8	84.6	94.4	97.3	13,124	9.9	82.4	93.0	96.5
NEW YORK REGION	2,619,015	23.7	44.3	60.3	96.7	963,495	30.2	22.1	46.0	96.3
NEW JERSEY-PRUDENTIAL	592,013	16.2	58.9	92.5	98.7	348,313	20.4	36.9	90.4	98.1
N.Y.-BINGHAMTON B/S	406,178	30.3	24.0	25.2	98.1	138,149	39.0	3.9	4.5	95.5
N.Y.-NEW YORK B/S	1,226,935	27.3	36.5	46.6	95.1	388,666	38.0	4.5	11.0	95.3
NEW YORK-GROUP HEALTH	194,065	10.7	82.2	95.2	99.0	66,173	13.5	80.1	95.4	98.3
PUERTO RICO B/S	199,824	23.6	53.5	86.8	95.7	22,194	43.1	38.1	74.9	81.6
PUERTO RICO	199,663	23.6	53.6	86.8	95.7	22,029	43.1	38.3	75.0	81.6
VIRGIN ISLANDS	161	48.8	14.9	64.0	80.7	165	37.0	17.0	64.8	84.8
PHILADELPHIA REGION	2,610,745	13.9	74.3	90.1	96.1	603,703	27.1	32.7	66.5	93.3
MARYLAND B/S	306,465	35.8	34.2	60.4	77.5	65,177	48.8	15.5	46.8	61.0
PENNSYLVANIA B/S	1,839,077	9.4	87.5	95.1	98.5	315,226	27.8	30.5	56.3	96.6
DELAWARE	50,082	5.6	92.5	96.9	98.9	12,955	5.9	93.9	97.0	98.8
DISTRICT OF COLUMBIA	240,833	9.7	89.3	94.6	97.8	59,560	17.5	72.6	89.2	96.9
PENNSYLVANIA	1,548,162	9.5	87.1	95.1	98.6	242,711	31.5	16.8	46.1	96.5
VIRGINIA-TRAVELERS	310,914	18.7	41.1	88.6	99.4	161,377	21.2	34.4	84.4	98.0
WEST VIRGINIA-NATIONWIDE	154,289	14.9	63.2	92.9	98.4	61,923	16.5	57.6	92.4	98.3
ATLANTA REGION	3,451,568	17.3	62.0	87.5	96.7	1,768,354	25.5	46.9	68.9	91.4
ALABAMA B/S	420,640	5.7	98.8	99.2	99.5	134,517	6.7	98.3	98.8	99.3
FLORIDA B/S	1,219,487	19.0	52.9	78.4	93.9	739,863	36.7	22.1	37.9	83.2
GEORGIA-PRUDENTIAL	358,459	12.3	72.5	96.4	99.4	156,979	14.5	69.2	94.8	99.6
KENTUCKY B/S	221,039	18.6	52.7	90.8	98.5	118,692	22.2	34.2	86.2	95.7
MISSISSIPPI-TRAVELERS	186,393	16.3	58.2	93.9	97.6	82,315	19.1	41.4	92.1	97.5
NORTH CAROLINA-PRUDENTIAL	542,422	26.1	53.4	86.9	97.7	223,184	16.8	88.7	95.3	98.2
SOUTH CAROLINA B/S	153,990	19.7	61.5	80.4	93.6	108,649	29.7	37.7	69.8	94.8
TENNESSEE-EQUITABLE	349,138	15.3	60.1	94.4	99.1	204,155	17.5	54.0	93.3	98.4

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
SEPTEMBER, 1986

CARRIER	NUMBER OF CLAIMS	ASSIGNED HCFA-1500				UNASSIGNED HCFA-1500			
		AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION		
			1-15 DAYS	1-30 DAYS	1-60 DAYS		1-15 DAYS	1-30 DAYS	1-60 DAYS
CHICAGO REGION	3,073,597	11.0	81.0	94.2	98.6	99.5	73.0	92.2	97.9
ILLINOIS B/S (HCSC)	541,106	8.1	94.2	98.0	99.6	99.9	91.7	96.6	99.4
INDIANA B/S	285,113	12.6	77.6	89.7	95.9	98.8	61.2	83.2	100.0
MICHIGAN B/S	1,167,179	11.0	82.9	93.4	98.5	99.3	73.5	92.8	98.7
MINNESOTA B/S	48,013	10.4	81.5	95.0	98.6	99.7	87.218	94.4	98.3
MINNESOTA-TRAVELERS	76,673	15.8	60.8	91.2	97.3	98.5	66.1	92.7	99.1
OHIO-NATIONWIDE	710,908	12.8	69.1	94.0	98.8	99.8	59.9	91.7	98.3
WISCONSIN B/S	244,605	9.0	87.7	95.5	99.6	99.9	87.6	95.0	100.0
DALLAS REGION	1,592,164	17.9	49.7	89.4	97.4	98.8	36.5	84.7	95.5
ARKANSAS B/S	226,385	18.1	30.9	95.9	98.8	99.5	27.3	93.8	99.4
LA.-ARK. B/S	288,674	20.9	39.2	84.5	97.8	98.9	22.5	73.5	94.6
NEW MEXICO-EQUITABLE	36,569	16.0	40.4	95.1	99.1	99.8	18.8	92.6	99.5
OKLAHOMA-AETNA	122,120	14.4	60.9	95.2	99.3	99.9	40.7	93.0	98.9
TEXAS B/S	918,416	17.5	56.7	88.3	96.5	98.5	42.1	84.4	94.3
KANSAS CITY REGION	759,828	18.1	52.4	86.4	96.3	98.7	34.2	82.0	95.6
IOWA B/S	226,005	18.6	42.3	88.1	97.4	99.7	26.3	80.1	95.8
IOWA	160,095	18.0	43.0	88.5	97.8	99.7	30.9	82.9	96.9
NEBRASKA	65,910	20.1	40.7	87.0	96.4	99.6	18.4	75.2	94.0
KANSAS B/S	153,324	15.8	74.7	84.5	92.0	96.3	72.9	82.4	91.3
MISSOURI B/S	147,727	18.0	50.5	79.5	97.5	99.0	21.3	64.1	94.9
MISSOURI-GENERAL AMERICAN	232,772	19.2	48.6	90.4	97.4	99.1	33.3	90.4	97.4
DENVER REGION	290,062	14.5	73.9	91.1	97.9	99.5	76.5	92.5	99.3
COLORADO B/S	146,343	15.2	73.5	91.1	98.2	99.7	67.4	90.9	97.8
MONTANA B/S	28,316	20.7	52.9	83.7	96.1	97.7	75.4	92.1	96.4
NORTH DAKOTA B/S	53,742	8.2	91.3	97.2	99.1	99.9	90.7	97.8	99.4
NORTH DAKOTA	28,868	7.8	92.3	97.6	99.2	99.9	92.1	98.3	99.5
SOUTH DAKOTA	24,874	8.6	90.2	96.7	99.1	99.9	89.2	97.2	99.3
UTAH B/S	54,040	16.2	66.7	88.9	97.4	99.7	64.3	86.5	97.1
WYOMING-EQUITABLE	7,621	9.7	86.8	92.1	94.5	98.3	80.2	85.1	88.4
SAN FRANCISCO REGION	2,571,983	14.5	69.1	90.4	97.7	99.1	64.9	86.3	95.7
ARIZONA-NEVADA-AETNA	238,559	15.8	75.5	86.4	96.1	98.6	79.5	88.4	95.4
ARIZONA	179,267	14.8	76.1	87.9	96.6	98.7	79.9	89.0	95.7
NEVADA	59,292	19.0	73.5	82.1	94.8	98.1	75.9	83.1	92.4
CALIFORNIA B/S	951,967	15.7	69.3	87.2	96.4	98.4	72.5	83.6	95.3
CALIFORNIA-OCCIDENTAL	1,314,351	13.1	69.9	93.2	98.8	99.6	52.5	87.9	96.2
HAWAII-AETNA	67,106	20.1	28.5	94.1	98.5	99.3	31.2	93.2	97.9

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
SEPTEMBER, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	AVERAGE PROCESSING TIME
			1-15 DAYS	1-30 DAYS	1-60 DAYS			1-15 DAYS	1-30 DAYS	1-60 DAYS		
SEATTLE REGION	374,726	12.9	72.3	94.2	99.2	99.8	15.5	61.4	92.5	99.1	99.8	99.8
ALASKA-OREGON-AETNA	127,475	12.2	80.8	93.1	98.9	99.8	16.6	60.1	89.1	98.5	99.8	99.8
ALASKA	5,780	10.4	87.0	93.8	98.8	99.8	15.1	78.1	90.6	98.5	99.7	99.7
OREGON	121,695	12.3	80.5	93.0	98.9	99.8	16.6	59.7	89.1	98.5	99.8	99.8
IDAHO-EQUITABLE	21,783	12.8	59.2	99.3	100.0	100.0	14.2	64.7	99.2	100.0	100.0	100.0
WASHINGTON B/S	225,468	13.4	68.8	94.4	99.3	99.8	15.0	61.6	93.5	99.3	99.8	99.8
CLALLAM	1,755	6.5	95.7	99.9	100.0	100.0	7.7	96.0	99.8	100.0	100.0	100.0
COWLITZ	4,495	6.4	93.3	96.5	99.4	99.9	7.6	92.9	97.3	99.1	99.7	99.7
GRAYS HARBOR	4,350	20.9	3.4	96.3	99.9	100.0	21.7	0.0	96.8	99.9	100.0	100.0
KING	89,880	11.7	75.4	96.2	99.6	99.9	13.3	74.5	95.8	99.6	100.0	100.0
KITSAP	7,781	19.3	23.9	92.9	99.2	99.8	11.9	84.4	96.1	99.3	99.8	99.8
PIERCE	31,660	15.8	73.6	93.1	98.9	99.6	20.5	22.6	90.8	98.7	99.8	99.8
SKAGIT	4,050	4.7	97.2	99.8	100.0	100.0	5.9	96.9	99.7	100.0	100.0	100.0
SNOHOMISH	13,301	10.4	86.9	96.9	99.4	99.8	10.9	87.7	96.8	99.5	99.9	99.9
SPOKANE	58,367	16.4	54.0	90.4	98.9	99.6	20.0	39.5	87.2	98.7	99.6	99.6
WALLA WALLA	2,662	12.1	82.0	95.3	99.0	99.7	10.1	83.8	95.5	99.3	99.7	99.7
WHATCOM	7,167	5.0	95.6	98.7	99.6	99.8	5.5	96.4	98.3	99.6	99.8	99.8
RRB-TRAVELERS	489,943	15.8	64.0	94.3	97.8	98.9	16.0	67.6	92.4	96.9	98.8	98.8
AETNA	555,260	15.2	67.6	90.8	97.7	99.2	16.9	60.0	90.1	97.5	99.2	99.2
EQUITABLE	415,111	15.1	58.8	94.7	99.1	99.7	17.1	53.9	93.9	98.2	99.5	99.5
NATIONWIDE	865,197	13.2	68.0	93.8	98.7	99.7	16.3	59.6	91.8	98.3	99.6	99.6
PRUDENTIAL	1,492,894	18.9	60.2	91.4	98.5	99.5	18.0	59.7	92.9	98.3	99.4	99.4
TRAVELERS (RRB-EXCLUDED)	573,980	17.5	49.3	90.7	98.1	99.0	19.1	43.3	88.3	97.9	99.3	99.3

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
SEPTEMBER, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500						
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION		
		1-15 DAYS	1-30 DAYS	1-60 DAYS		1-90 DAYS	1-15 DAYS	1-30 DAYS		1-60 DAYS	1-90 DAYS	
TOTAL	7,473,573	68.4	83.6	94.3	97.3	4,323,366	64.8	82.3	94.1	97.5		
BOSTON REGION	676,353	70.7	79.9	88.9	93.9	196,682	72.2	81.1	90.5	94.9		
CONNECTICUT GENERAL MASSACHUSETTS B/S	130,895	85.2	93.0	98.2	99.5	93,774	78.7	88.4	95.5	98.2		
MASSACHUSETTS TRI-STATE	366,875	65.9	75.4	85.7	91.9	32,297	61.0	70.8	82.4	90.1		
MAINE	95,534	62.7	72.0	83.5	90.8	59,353	65.7	73.5	86.0	91.5		
NEW HAMPSHIRE	47,669	63.5	72.6	83.1	91.3	19,132	64.9	71.7	86.4	92.1		
VERMONT	30,987	62.3	71.9	83.5	89.9	29,070	67.0	74.8	85.7	91.0		
RHODE ISLAND B/S	16,878	61.4	70.8	84.5	91.3	11,151	63.5	73.2	86.4	91.9		
	83,049	78.1	88.4	94.8	97.2	11,258	84.5	90.2	96.3	98.3		
NEW YORK REGION	1,792,134	50.4	76.1	93.6	97.1	737,989	49.6	79.6	95.0	97.9		
NEW JERSEY-PRUDENTIAL	341,940	84.1	92.9	96.8	99.0	144,323	80.1	89.5	96.7	98.9		
N.Y.-BINGHAMTON B/S	365,099	35.4	74.4	98.2	99.5	157,581	33.5	71.8	97.2	99.4		
N.Y.-NEW YORK B/S	953,547	44.8	72.6	93.8	98.3	408,263	44.7	79.2	94.3	97.7		
NEW YORK-GROUP HEALTH	35,444	70.3	88.4	96.9	98.1	12,159	65.3	90.0	97.1	98.9		
PUERTO RICO B/S	96,104	36.3	53.0	61.3	68.6	15,663	46.9	66.6	75.2	79.4		
PUERTO RICO	96,003	36.3	53.1	61.3	68.6	15,597	47.0	66.6	75.1	79.4		
VIRGIN ISLANDS	101	8.9	20.8	73.3	80.2	66	28.8	54.5	84.8	93.9		
PHILADELPHIA REGION	870,985	70.7	82.7	92.8	96.4	289,518	51.5	72.1	90.5	96.6		
MARYLAND B/S	147,585	23.7	51.0	83.1	92.1	55,563	22.2	43.8	77.2	91.6		
PENNSYLVANIA B/S	583,276	80.4	88.2	94.0	96.7	143,665	57.8	76.4	91.9	96.9		
DELAWARE	10,717	74.4	82.3	89.4	93.6	2,585	71.0	81.0	91.2	94.9		
DISTRICT OF COLUMBIA	69,367	77.7	85.6	93.5	96.8	25,144	72.0	82.5	92.8	96.7		
PENNSYLVANIA	503,192	80.9	88.7	94.2	96.7	115,936	54.4	75.0	91.7	97.0		
VIRGINIA-TRAVELERS	103,666	80.3	94.2	98.4	99.7	74,638	55.7	81.6	96.5	99.4		
WEST VIRGINIA-NATIONWIDE	36,458	78.5	90.2	97.3	99.4	15,652	77.2	88.7	96.9	99.3		
ATLANTA REGION	1,248,368	70.4	85.0	94.6	97.9	996,836	57.4	75.8	91.8	96.5		
ALABAMA B/S	38,167	92.6	97.2	99.1	99.6	12,958	87.2	94.8	98.8	99.6		
FLORIDA B/S	530,935	52.5	75.6	91.1	96.1	584,044	44.6	67.9	89.5	94.9		
GEORGIA-PRUDENTIAL	135,898	84.7	92.6	97.5	99.3	57,972	83.0	89.2	96.6	99.0		
KENTUCKY B/S	101,945	79.5	93.9	97.7	99.2	70,575	72.0	92.8	97.8	99.4		
MISSISSIPPI-TRAVELERS	49,615	89.5	94.4	98.6	99.5	34,866	76.2	88.5	98.2	99.7		
NORTH CAROLINA-PRUDENTIAL	245,428	82.1	90.3	97.0	99.4	117,984	68.5	80.4	92.6	98.2		
SOUTH CAROLINA B/S	65,957	74.3	83.6	91.7	97.9	49,155	66.3	77.0	87.6	96.3		
TENNESSEE-EQUITABLE	80,423	91.0	96.0	99.0	99.7	69,282	88.8	94.6	98.5	99.6		

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
SEPTEMBER, 1986

CARRIER	NUMBER OF CLAIMS	ASSIGNED HCFA-1500			UNASSIGNED HCFA-1500		
		PERCENTAGE DISTRIBUTION			PERCENTAGE DISTRIBUTION		
		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-15 DAYS	1-30 DAYS	1-60 DAYS
CHICAGO REGION	734,885	80.8	91.2	97.7	80.4	90.1	97.1
ILLINOIS B/S (HCSC)	122,551	89.5	96.6	99.9	89.7	97.2	99.9
INDIANA B/S	102,295	85.0	91.3	97.0	82.5	93.6	97.8
MICHIGAN B/S	215,341	71.5	87.2	95.9	71.7	83.7	93.0
MINNESOTA B/S	12,653	84.2	94.9	98.6	81.8	93.4	99.8
MINNESOTA-TRAVELERS	29,071	83.4	94.0	98.0	85.3	94.8	98.4
OHIO-NATIONWIDE	177,139	82.3	91.3	97.7	80.6	89.7	96.9
WISCONSIN B/S	75,835	82.8	92.2	99.5	82.6	92.2	99.7
DALLAS REGION	505,700	82.4	91.6	97.3	74.8	87.1	94.9
ARKANSAS B/S	96,546	89.0	96.8	99.2	87.5	96.8	99.9
LA.-ARK. B/S	110,355	83.1	92.2	98.5	74.7	86.3	95.3
NEW MEXICO-EQUITABLE	0	0.0	0.0	0.0	0.0	0.0	0.0
OKLAHOMA-AETNA	61,574	85.8	95.6	99.3	83.0	94.5	99.0
TEXAS B/S	237,225	78.4	88.1	95.5	69.0	82.6	92.4
KANSAS CITY REGION	368,920	66.1	86.5	96.1	66.1	89.0	96.5
IOWA B/S	142,087	73.4	89.8	97.8	71.1	90.1	97.4
IOWA	99,324	75.5	90.4	98.0	75.6	92.0	98.2
NEBRASKA	42,763	68.4	88.4	97.2	64.1	87.0	96.3
KANSAS B/S	38,263	53.6	64.2	89.8	51.5	63.5	86.1
MISSOURI B/S	64,801	64.8	89.3	96.7	57.6	86.1	94.9
MISSOURI-GENERAL AMERICAN	123,769	62.3	88.1	95.9	62.9	91.9	97.0
DENVER REGION	124,671	77.8	90.7	97.6	79.7	90.8	97.3
COLORADO B/S	65,656	76.9	90.4	97.9	75.4	88.8	97.5
MONTANA B/S	16,019	78.0	90.0	96.1	80.3	90.4	95.2
NORTH DAKOTA B/S	10,161	92.8	97.2	99.6	92.9	97.2	99.6
NORTH DAKOTA	4,454	92.9	97.3	99.6	92.6	97.2	99.6
SOUTH DAKOTA	5,707	92.8	97.1	99.5	93.1	97.3	99.6
UTAH B/S	27,434	70.5	87.8	96.8	69.3	86.6	97.0
WYOMING-EQUITABLE	5,401	96.6	98.6	99.4	94.5	97.4	98.0
SAN FRANCISCO REGION	787,151	71.6	82.3	93.2	69.7	80.0	91.1
ARIZONA-NEVADA-AETNA	79,679	65.8	77.7	90.2	71.0	80.2	91.0
ARIZONA	51,878	67.7	77.9	89.7	70.9	80.1	91.0
NEVADA	27,801	62.1	77.2	91.1	71.5	80.6	91.0
CALIFORNIA B/S	311,148	64.1	77.4	89.8	64.4	76.6	88.8
CALIFORNIA-OCCIDENTAL	363,444	78.0	86.7	96.3	73.6	82.7	93.1
HAWAII-AETNA	32,880	84.6	92.3	96.8	80.0	88.4	94.8

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM:
SEPTEMBER, 1986

CARRIER	ASSIGNED HCFA-1500					UNASSIGNED HCFA-1500				
	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION			NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION
		1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	1-15 DAYS	1-30 DAYS	1-60 DAYS		
SEATTLE REGION	137,364	82.9	93.5	98.6	99.5	83.0	92.9	98.8	190,960	99.7
ALASKA-OREGON-AETNA	33,326	80.9	91.5	98.3	99.7	75.6	89.6	98.5	63,252	99.7
ALASKA	1,965	80.5	91.8	98.0	99.4	77.9	89.2	98.4	1,673	99.5
OREGON	31,361	80.9	91.5	98.4	99.7	75.6	89.7	98.5	61,579	99.7
IDAHO-EQUITABLE	14,654	95.3	99.5	99.9	100.0	96.9	99.5	99.9	34,598	100.0
WASHINGTON B/S	89,384	81.6	93.3	98.4	99.3	82.8	92.7	98.6	93,110	99.5
CLALLAM	608	99.2	99.7	99.8	99.8	97.6	99.4	100.0	1,559	100.0
COWLITZ	1,195	82.6	90.7	98.2	99.5	78.4	89.0	97.5	971	99.2
GRAYS HARBOR	3,417	79.4	97.2	99.7	100.0	77.2	98.5	99.9	2,527	100.0
KING	37,826	83.7	95.8	99.1	99.5	88.2	95.9	99.5	37,252	99.8
KITSAP	3,603	81.7	94.8	99.5	99.8	91.2	96.0	99.5	4,422	99.8
PIERCE	12,611	69.3	86.0	95.5	98.4	69.8	86.6	97.1	17,398	98.9
SKAGIT	857	98.8	99.6	99.8	99.8	97.8	99.5	100.0	1,984	99.8
SNOHOMISH	3,117	85.7	91.4	98.3	99.2	84.6	89.8	97.8	3,004	99.0
SPOKANE	24,822	83.5	92.4	98.5	99.4	80.6	90.5	98.1	22,027	99.5
WALLA WALLA	817	78.2	87.0	95.2	97.3	76.3	84.0	95.1	1,295	98.0
WHATCOM	511	87.1	94.5	98.8	98.8	91.2	96.7	99.3	671	99.3
RRB-TRAVELERS	227,042	91.1	96.8	99.3	99.7	80.1	93.4	98.8	110,526	99.7
AETNA	207,459	77.1	87.5	95.3	97.6	77.3	88.7	96.4	205,923	98.5
EQUITABLE	100,478	91.9	96.7	99.2	99.7	91.7	96.3	98.9	113,481	99.7
NATIONWIDE	213,597	81.7	91.1	97.6	99.2	80.3	89.7	96.9	181,324	99.2
PRUDENTIAL	723,266	83.5	91.9	97.0	99.2	76.4	86.1	95.1	320,279	98.7
TRAVELERS (RRB-EXCLUDED)	182,352	83.3	94.2	98.4	99.6	67.5	86.3	97.4	142,423	99.5

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

- A. Number--The total number of claims pending at the end of the month.
- B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

- A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.
- B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).
- C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

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